
The KCN Software Suite contains five (5) modules: **Account Management; Banking, Commissary; Officer Management, and Report Viewer.**

1. Account Management

The Account Management module is a powerful means of displaying periodic summary account information for review and reporting purposes.

2. Banking

The Banking program allows management of drawer transactions, banking transactions, general journal entries, property cataloging, and inmate accounting procedures. Within the Banking module, there are five (5) sub modules, **Drawer Manager; Bank Reconciliation; General Journal, Property Management, and Inmate Accounts.**

1. Drawer Manager

Allows creation, modification of “cash drawers” that accept and distribute money. The KCN Cash Drawer Management feature is the equivalent of a cash register tape of all inmate account activities recorded in a specific cash drawer at a workstation during a work “session.”

Drawer Types

Users can create an unlimited number of **drawer types**, such as a Booking Cash Drawer, a Bonding Cash Drawer, or a Release Cash Drawer. Drawer types are typically used at specified stations corresponding to the type of transactions being performed, i.e. the Booking Cash Drawer is used at the Booking station. This helps officers choose the correct drawer when opening new or existing drawers.

Drawer Instance

Each time a ‘drawer type’ is opened, it starts a new **drawer instance**—the time period that entries are made in a drawer. Each drawer instance is tracked and verified separately. Users see only the transactions applied to each instance or in that time period. For example if a drawer is opened at the beginning of a shift and closed at the end, it will only contain the transactions applied during that time.

2. Bank Reconciliation

Matches banking transactions to bank statement totals through several viewing options:

- a. **All Checks in Register:** A view of every check written on facility's bank account.
- b. **Cleared Checks:** All checks cleared in the system.
- c. **Uncleared Checks:** All checks not cleared in the system.
- d. **Voided Checks:** Checks voided in the system.
- e. **Expired Checks:** Checks expired in the system.
- f. **By Booking ID:** A view of checks by booking ID number.
- g. **On Date:** A view of checks on any selected date.
- h. **After Date:** A view of checks after a certain date.
- i. **Before Date:** A view of checks before a specific date.
- j. **Between Dates:** A view of checks between a selected time period.
- k. **For Check Numbers Equal to:** A view by selected check numbers.
- l. **For Check Numbers Greater than:** A view by selected check numbers.
- m. **For Check Numbers Less than:** A view by selected check numbers.
- n. **For Check Numbers Between:** A view by selected check numbers.
- o. **For Account Event:** A view by a selected accounting event.
- p. **For Amount Equal to:** A view of checks of a certain sum.
- q. **For Amount Greater than:** A view of checks of a certain sum.
- r. **For Amount Less than:** A view of checks of a certain sum.
- s. **For Payee Name:** A view of checks of a certain sum.

3. General Journal

Allows original entry and content sensitive reporting for general ledger activities.

The General Journal window is an active view of the chart of accounts that a facility establishes for inmate trust fund management. In addition to setting up a chart of accounts from this module, transactions can be created here. Also, a full range of 'context sensitive' reports including trial balance and transaction history can be produced.

The Account List tree view of the KCN General Journal is a powerful means of making transactions, displaying periodic summary information for review and reporting purposes. At the highest level of the view, all accounts are listed with the 'Accounting Entries' list cleared and the Start Date and End Date edit boxes available for specifying the period to review and/or report.

4. Property Management

Allows cataloging and controlling of inmate property items. The Property Management system allows users:

- ☐ To lay out a property room within the KCN computer system,

- ❑ Catalog and control resident property items,
- ❑ Manage property allocated to each resident.
- ❑ And perform quick transactions with inmate accounts.

5. Inmate Accounts

Allows processing of inmate debits and credits.

3. Commissary

The Commissary module allows users to work with catalog items, add KCN and On-Site items, create, modify, and add items to order forms, create and modify spending groups, key-enter items, scan order forms, and make credits and adjustments to orders. It's easy to use this module when:

- ❑ Working with catalog items,
- ❑ Adding KCN and On-site items,
- ❑ Creating modifying, and adding items to order forms
- ❑ Creating and modifying spending groups
- ❑ Key-entering items and scanning order forms
- ❑ Making credits and adjustments to orders

4. Officer Management

The Officer Management system allows users to add officers and groups, assign officers to groups, and authorize system functions.

5. Report Viewer

The Report Viewer module allows users to create, print, and save various report types such as billing, general journal and inmate balances reports.

Keefe has supplied premium Inmate Banking and Commissary Solutions to Correctional Institutions since 1993. Our software is constantly re-developed to fit the changing needs of our customers. The keys to our success include close partnerships with change-oriented State and County staffs to define custom solutions that fit into a general framework. The elements of that framework are then available to current and future customers. We measure software milestones in terms of these partnerships regardless of the size of the customer. Here are just a few success stories that represent software and system milestones:

Cook County, IL – 1998

- 11,000 inmates in 12 facilities within a single campus
- Cook County presented Keefe with a new model for Inmate Banking. Their requirements included:
 - **Consolidation of all deposit recording and all checking within a single office using batch summary accounting to match groups of deposits with mail, wire transfer and/or cash intake records.**
 - **Mass printing and distribution of inmate receipts**
 - **Holds on deposits pending bank clearance, and the ability to use held funds for commissary purchases only.**
 - **Integration with the CIMIS Inmate Management system to include daily intake and release, and housing updates for commissary processing**
 - **Expiration of abandoned inmate balances**
 - **OMR scanning of 10,000 order forms in a single session**
 - **Retention of inmate account detail indefinitely**
 - **Server and database capacities and modifications for more than 5 million records and over 100,000 annual bookings**
- The requirements led to a **re-write of the entire Keefe Inmate Banking and Commissary system delivered within one month of the award of contract**, and enhancement throughout the years for performance and conversion to the **latest WIN XP system with thin clients and Web-based on-line Inquiry of inmate account status from counselor desktops throughout the campus.**

State of Indiana DOC – 1998

- 21,000 offenders in 25 facilities
- The State of Indiana wanted to take advantage of Keefe's high speed OMR order entry system while retaining its own inmate banking system. **Keefe updated its funds exchange integration to meet the specifications of the DOC, and deployed 22 commissary systems throughout the state, training DOC staff to operate the systems.** Keefe's commissary system increased at most sites by more than 20% because, unlike the system it replaced, it kept track of the inmate's balance throughout the order entry process.

Philadelphia Prison Systems – 1998

- 7,400 inmates in 4 facilities
- Like the State of Indiana and St. Louis County, Philadelphia Prison Systems contracted Keefe to provide high speed state of the art commissary order entry closely integrated with its own Lock & Track Inmate Banking system. **Keefe engineers partnered with Lock & Track to produce a real time stored procedure interface between the Keefe Commissary Windows product and the Lock & Track inmate banking product using Oracle and Rdb over a LAN connection.**

State of Idaho DOC – 2000

- 3,800 offenders in 7 facilities
- The Idaho requirements included
 - **FTP exchange of Inmate balances and commissary charges / credits**
 - **Remote OMR Order Entry processing using a VPN connection to a central commissary processing database**
 - **Use of Inmate labor in DOC warehouse facilities for commissary order fulfillment**
 - **Listing of items not filled because of lack of funds or other commissary restrictions on the computer generated inmate delivery receipt**

State of Rhode Island DOC – 2000

- 3,500 offenders in 6 facilities
- Rhode Island DOC was the **first state correctional institution to adopt Keefe's entire inmate banking and commissary solution** in support of consolidated money order deposit processing and bank reconciliation with these additional requirements
 - **Integration with State Offender Management System for exchange of intake, release and housing information**
 - **Individualized Offender Release Aid Funds encumbered from deposits and Work Release payments**
 - **Automated Work Release distributions to individual inmate accounts**
 - **Automated bank interest allocations to individual inmate accounts**

Commonwealth of Massachusetts DOC – 2001

- 11,000 offenders in 18 facilities
- The State of Massachusetts contracted with Keefe to provide centralized commissary order processing with an FTP exchange of Offender balances and commissary charges with these additional requirements
 - **Grocery Till 'checkout' verification of all Offender orders prior to the preparation of the final receipt and packaging in heat-sealed delivery packaging**

Commonwealth of Virginia DOC – 2002

- 25,000 Offenders in 39 facilities
- The State of Virginia contracted with Keefe to provide individually operated commissary warehouses and fulfillment centers at 25 of its 39 facilities. The 25 Major institutions provide **over the counter services within the facility and bag & deliver services to outlying Correctional Units. Keefe staff operate Keefe Commissary OMR order entry systems integrated with the VADOC inmate**

banking system and the centralized Keefe inventory system housed at Keefe corporate headquarters.

- **The contract with the State includes an option to adopt the entire Keefe Offender Banking System statewide to replace the current VADOC system**

State of Florida DOC – 2003

- 79,000 Offenders in 121 facilities
- The State of Florida contracted with Keefe to **provide inmate operated secure point of sale store services at more than 360 storefronts supplied by 55 warehouses located throughout the state**
- **Keefe Technical Services has been engaged to replace DOC technologies at all stores and all warehouses including point of sale and inventory management integrated with the State Offender Banking System. This project is in progress to be delivered within the next 14 months.**

Keefe's inmate accounting program and commissary ordering program will continue to meet and exceed all the needs of the DOC. Below are key features of the Keefe inmate accounting and commissary ordering package. In addition, we will be happy to provide a demonstration of our software.

Keefe will provide all networking and training of the Keefe software to designated DOC personnel in the daily operation of the inmate accounting system. Keefe's inmate accounting system has been used at such mega jails as Cook County IL and Metro-Dade FL as an example. Keefe installed a WAN with T1 lines at Metro-Dade FL (7,000+ inmates) encompassing 7 facilities and 55 workstations, all provided by Keefe. Keefe's software at Cook County handled 11,000+ inmates utilizing 13 workstations provided by Keefe. Cook County processed in excess of 100,000 offenders per year, each offender averages 15 individual transactions while at the facility. The Keefe software processed and maintained over 1.5 million individual transactions per year. Keefe's software runs on a Windows '95 platform and may run on either a Novell or NT network platform. Keefe will absorb all costs associated with the install of said software and training of DOC staff over the duration of the contract. Keefe has and will offer training for all shifts at the Department of Corrections. The Keefe software can support an unlimited amount users. Keefe provides an 800 number that is available 24 hours a day, 7 days a week.

Keefe Commissary Network's system is multi-terminal with multi-user function capability by virtue of its layered design. Just above the operating system layer are the respective inter-networking layers of WIN 9x and NT. The 'Clients,' 'Adapters,' 'Protocols,' and 'Services' available in WIN and NT 'Network Neighborhood' functions are called upon by the database product layer, IBM UDB, an ANSI Standard SQL multi-user, multifunction database management system. Above the database product layer itself are Keefe Commissary Network's proprietary Data Access Dynamic Link Libraries, or DLLs, which allow multithreaded control of data operations independent of upper level Graphical User Interface (GUI) functions. The

multi-site network which already exists between the two DOC facilities, will allow Keefe provided and other DOC PC workstations to connect to the centrally located NT – UBD database server provided by Keefe. The DOC will be able to use a single system, the Keefe system, and a single database to manage inmate accounts and commissary transactions simultaneously from both facilities. In addition, DOC finance and audit staff connected to the DOC Network and using existing WIN9x and / or WIN NT workstations will have the option, at the discretion of the DOC, to access the Keefe system in real time.

Each financial transaction relating to an inmate account becomes a record in the RES_JOURNAL table of the Keefe multi-user, multi-site database. The record includes the inmate's account code and the date, amount, time stamp (to the millisecond), workstation ID, officer ID, description, receipt number, cross-reference to related transactions (e.g. recoverable, bank rec., general journal, etc.), and the transaction code (e.g. DEPCASH, DEPMO money order, EPR electronic commissary purchase, ERF refund, CHECK, etc. [these transaction codes are both unlimited and 100 percent user definable]).

Transactions related to inmate accounts are summarized in the General Journal under the title RES_ACCT, viewable and printable at various user screens throughout the Inmate Accounts module and subject to ad hoc query capabilities in the Keefe Inmate Transactions reporting module. All other General Journal Account transactions are stored in the GL_JOURNAL table, which has a record layout similar to that of RES_JOURNAL. General Journal transactions are grouped by Account in the General Journal and are summarized by month and year. Using the scalable trial balance feature of the General Journal, transactions may be grouped and reported on for any time span, including accounting periods synchronous to common calendar spans such as months and years. For example, the GL Trial Balance Feature may be employed to group transactions by a Fiscal year such as October 01, 2000 - September 30, 2001, or into smaller accounting periods such as five-week 'months' for reporting purposes. General Journal reporting is also context sensitive, such that users can produce reports based on multi-selected line items in summary or detail amounts at the General Journal View.

The complete audit trail then begins at the highest level in the General Journal View and extends through the Inmate Accounts screens through the Keefe inmate transactions reporting module. Should there be any additional audit requirements beyond what is standard provided, Keefe staff are skilled in constructing direct database SQL, and/or DOC staff may employ third party products that can query and report directly on the UDB database via ODBC or indirectly on the comma delimited ASCII files created during the daily backup. Report writing capabilities extend to Windows products that can access UDB via ODBC connection including but not limited to:

- Access
- Approach
- DBase

- Crystal Reports

The Keefe Bank Reconciliation feature can be performed at any time spanning any interval of banking activity in daily increments. Simply provide the bank balance from your bank statement, and the date range which is covered in the bank statement, and the Keefe Bank Reconciliation allows the operator to mark which checks, deposits have cleared the bank, as well as add applicable fees and interest. At the conclusion of the reconciliation process, print the Bank Reconciliation report for your records.

The entire Keefe system is protected by password security both at the feature level and at the individual accounting transaction level. This enables the facility to restrict access at the individual and /or group levels, not only as to the sections of the software which may be accessed, but as to the duties which may be performed and each individual accounting transaction type. The log on display is presented at various points to validate the User ID and password. In the Officer Management and Account Management modules, facilities can design and enforce virtually infinite levels of security/restriction at the group, individual, journal, functional (i.e. Void capability) and the workstation level. Additionally, the authorizing User ID, workstation number and time stamp (to the millisecond) are permanently recorded on each transaction to enable audit-ability and accountability at the record level.

The following is a list of restriction capabilities of the KCN commissary processing system:

Type of Restriction	Description	Example	Scope
Quantity per order	Any Item may be restricted to any quantity.	For instance, any inmate may be restricted to no more than 2 2-pack Tylenol per order	Per inmate, per order
Quantity per time span	In addition to the quantity per order restriction, any item may be restricted to any quantity over any time span in days.	For instance, any inmate may be restricted to no more than 4 2-pack Tylenol over a 60-day period	Per inmate, per item, per time span
Orders per time span	Any inmate may be restricted from placing any number of	For instance, any inmate may be restricted to no more than four	Per inmate, per time span

	commissary orders over any time span in days.	orders in thirty days	
Disallowed item	Any item may be restricted entirely from a given inmate	For instance, any inmate may have smoked sausage restricted entirely so that none may be ordered	Per inmate, per item
Category Quantity Restriction	Any inmate may be restricted to a given quantity of a collection of related items	For instance, any inmate may be restricted to ordering up to 7 candy items	Per inmate, per category
Category Age Restriction	Any inmate may be completely restricted from ordering a class of items on account of age	For instance, any inmate less than 19 years of age may be restricted entirely from purchasing tobacco products	Per inmate, per category
Spending Limit Restriction	Any inmate may be restricted to a maximum dollar amount to be spent per order	For instance, any inmate may be limited to spending no more than \$50 per order	Per inmate, per order
Spending Limit Override	Any inmate may be granted a spending limit override to order a given item	For instance, any inmate may be allowed to spend up to \$40 on a tennis shoes, which amount does not contribute to the spending limit for the rest of the items ordered	Per inmate, Per item
Restriction Grid by Housing Location, Gender and / or Age	Entire restriction grids including combinations of any of the above restrictions can be	For example, an inmate in a female only pod can be automatically assigned to a	Per inmate, Per grid

	applied automatically during the scan process based upon an inmate's location in the facility, gender or age	female restriction profile without user intervention.	
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The Keefe software system allows the addition and maintenance of a booking ID which is different per inmate for each incarceration and unique among all inmates throughout all inmate account records. The Keefe software system also allows the addition and maintenance of a Criminal Identification Number, which can be associated with more than one booking ID, to relate inmate accounts across multiple incarcerations. The Keefe software system depends upon either the user or the facility's native booking and classification system to provide ID numbers for inmate accounts such as the DOCR ID and the MCPID referred to earlier in RFP #5427000013. The internal Keefe software inmate account number is a sequential identifier automatically generated by the Keefe system when a new account is opened, and cannot be modified by the user. Keefe can provide reports listing the DOCR ID and internal Keefe inmate account number to allow for inspection of gaps in any of the sequences. However, the software does not automatically alert the user of gaps in any of these sequences as they occur.

Keefe's software allows charges to inmates with zero balances and may be collected from inmate accounts automatically in three ways: 1) at the time of charge, the entire inmate balance is available for immediate collection, 2) at the time of subsequent inbound deposit, a facility-defined percentage of the deposit is available to be applied to recoverable balances on a prioritized basis, i.e., co-pay balance, then court order balance, etc. – authorized staff may override the collection and 3) at the time of release, the entire remaining inmate balance is available for immediate collection – authorized staff may override the collection. Inmate financial transactions, including those that establish a balance in a deficit status, are retained indefinitely by the Keefe system. For instance, if the inmate was released today with an open recoverable balance, that balance would still be active and collectible should the inmate be re-incarcerated five years from today.

The KCN software system's Inmate Procedures module can schedule payments into an inmate's account based upon multiple criteria. For a payroll configuration, the Inmate Procedures module will trigger daily, weekly, or monthly credits for per diem rates for periods ranging from the time an inmate is enrolled as a payroll recipient until either the inmate is removed as a payroll recipient or becomes inactive due to release.

Keefe software evaluates each inmate's indigent status at the time a commissary order is created. The threshold indigent balance is configurable by the DOC in the commissary setup feature. With eight forms of reporting, Keefe/WIN software provides the fullest disclosure of any vendor-provided inmate banking and commissary system. Software supplied reporting capability includes Inmate Balance Reviews to allow the DOC to review indigent status by inmate. The KREPORTS module allows the user to develop and save an unlimited number of report definitions to generate weekly indigent reports and records of charges for other services such as medical or court ordered payments.

Keefe's technology also offers the following advantages above and beyond specifications:

Synchronized Billing:

Commissary purchases are grouped into 'fill' batches and charged both to inmate accounts and to the General Ledger at time of dispatch. The batch ID is retained through the billing process for reconciliation to the General Ledger.

Commissary refunds may be authorized and transacted by facility staff. Refunds are credited to inmate accounts at time of refund, and posted to the General Ledger at time of dispatch. Refunds are automatically transferred to the Keefe billing system and the batch ID is also retained throughout the credit process for reconciliation to the General Ledger.

Cash Management Workflow:

Keefe offers a comprehensive cash workflow feature with full audit trail. Cash workflow includes open/close procedures for cash drawers, count, recount, and approval stages and authorizations, adjustments for over and short conditions, automated pooling of approved drawer amounts into a single bank deposit, and indefinite retention of all count, approval and adjustment history on-line and accessible from the drawer manager function.

Cost Recovery Collection Profiling:

Keefe also offers the most flexible cost recovery collection profiles by specifying different collection profiles at time of charge, at time of future deposits, and at time of release. Profiles include minimum remaining balance, prioritization among different debt types, and percentage of payment spread across debt types. The Keefe system also offers debt payment on demand.

Multiple Checking Accounts:

The Keefe system also allows for the operation of multiple checking accounts within the same general ledger for separation of inmate funds from welfare funds and other funds sources as needed.

Encumbered Funds:

The Keefe system provides the ability to encumber a portion of deposits to a separate fund per inmate to fund release aid, payment of debts, court fees, and housing costs.

Embedded Crystal Reports:

The Keefe system provides a comprehensive, easy to use reporting system based on Crystal Reports. Additional reports can be added beyond those provided as part of a standard installation within two weeks of request throughout the term of the contract, based on specifications by the DOC. Keefe provides ODBC access to the Keefe DB2 database to allow DOC staff access on a read only basis for the development of additional reporting if desired. All Crystal Reports developed by Keefe and presented through Keefe's ReportViewer software can be exported to various file formats including PDF, Excel, DBF, and HTML.

KeepTrak Banking

General Navigation

The Inmate Accounts Module is the Center of activities of correctional agency accounting staff.

The screenshot shows the 'Inmate Accounts' window for 'SMITH, ALFRED E'. The interface includes a menu bar, a toolbar with icons for various actions, and a main data area. Navigation arrows on the left point to specific sections: 'Menus' (the menu bar), 'Links and Actions' (the toolbar), 'Local Controls' (the account information and status fields), 'Transaction Entry' (the transaction type and purpose fields), and 'List View' (the transaction list table).

Navigation Labels:

- Menus
- Links and Actions
- Local Controls
- Transaction Entry
- List View

Account Information:

SMITH, ALFRED E
DOB: 06/07/1964
Floor: 1ST F Dom: Cell:
Aval/Rsvd: \$10.65 / \$0.00
Status: **Active**

Encumbered: \$0.00
Recoverable: \$0.00
Held: \$0.00

Buttons: Clear, Print, Make Entry

Transaction Entry:
Transaction Type: +DEPOSIT CASH
Purpose / Reason:
Receipt:
Amount:
Transaction Type:
Purpose / Reason:
Receipt:
Amount:

Date/Time	Transaction	Description	Amount	Balance	Due	Held	Reference
09/29/2011...	EPR	OID:100025942-ComisaryPurch-Reg	-6.35	10.65	0.00	0.00	09/29/2011
06/07/2011...	SECUREDE	00000000000100013644	17.00	17.00	0.00	0.00	06/07/2011
04/21/2011...	KIOSK CASH	BOOKING KIOSK CASH DEPOSIT	0.00	0.00	0.00	0.00	04/21/2011
03/03/2011...	PHONE RE...	SECURIUS PHONETIME REFUND...	0.00	0.00	0.00	0.00	03/03/2011
03/02/2011...	WDRAWAL	RELEASE OR CLOSEOUT TRANS...	-30.44	0.00	0.00	0.00	03/02/2011
03/02/2011...	PAYROLL	PAYROLL W/E 3/02/2011	10.00	30.44	0.00	0.00	03/02/2011
02/23/2011...	PAYROLL	PAYROLL W/E 2/23/2011	10.00	20.44	0.00	0.00	02/23/2011
02/16/2011...	PAYROLL	PAYROLL W/E 2-16-2011	10.00	10.44	0.00	0.00	02/16/2011
02/16/2011...	EPR	OID:100017107-ComisaryPurch-Reg	-6.14	0.44	0.00	0.00	02/16/2011
02/09/2011...	EPR	OID:100016498-ComisaryPurch-Reg	-26.29	6.58	0.00	0.00	02/09/2011
01/29/2011...	SECUREDE	2011512963288313306	32.00	32.67	0.00	0.00	01/29/2011
01/25/2011...	EPR	OID:100014810-ComisaryPurch-Reg	-14.68	0.87	0.00	0.00	01/25/2011
01/20/2011...	EPR	OID:100014299-ComisaryPurch-Reg	-9.70	15.55	0.00	0.00	01/20/2011
01/18/2011...	REIM BK FEE	REIM BK FEE	25.00	25.25	0.00	0.00	01/18/2011
01/18/2011...	EPR	OID:100014032-ComisaryPurch-Reg	-3.51	0.25	0.00	0.00	01/18/2011
01/14/2011...	ACCT SUM...	PRINT OUT	-0.10	3.76	0.00	0.00	01/14/2011
01/07/2011...	EPR	OID:100012886-ComisaryPurch-Reg	-32.65	3.86	0.00	0.00	01/07/2011
01/06/2011...	<BOOKING	BOOKING FEE 1-06-2011	-25.00	36.51	0.00	0.00	01/06/2011
01/06/2011...	BOOKING F...	BOOKING FEE 1-06-2011	25.00	61.51	25.00	0.00	01/06/2011
01/05/2011...	KIOSK CASH	BOOKING KIOSK CASH DEPOSIT	61.51	61.51	0.00	0.00	01/05/2011
09/23/2010...	WDRAWAL	DISCHARGED	-27.85	0.00	0.00	0.00	09/23/2010
09/23/2010...	PAYROLL	PAYROLL W/E 09/24/2010	10.00	27.85	0.00	0.00	09/23/2010

The Menus section is a classical drop down navigation area.

The Links and Actions section divides into three activity areas – 1) launching other modules 2) activating pop-up forms 3) Search and Select Inmate accounts.

The Local Controls section is also divided into three areas

1. a Search area to lookup account history with optional activation of the create account pop-up
2. an information area that displays funds status, demographic and location information
3. a set of controls to streamline the management of debt, encumbrances and transaction processing – illustrate.

The Transaction Entry Section can present three different transaction landscapes depending on the preference of the user. The List View Section adapts itself to the Transaction Entry choices in the tabbed section above.

Additional functions are available within each List View using a right-mouse action. The entire roadmap may be adapted to the needs of a given user or a given workspace (such as a book and release area) by limiting the features that are available to view.

Creating and Changing Inmate Accounts

The KeepTrak™ Banking system provides six different methods for changing an inmate's financial account status. Each of these methods includes one or more pop-up forms. All six methods are native to the KeepTrak™ system. However, the first method, Create an Account, can be automated through an interface with the Jail Management or Offender Management System.

1. Create an Account
2. Modify an Account
3. Hold an Account
4. Close an Account
5. Reinstate an Account
6. Merge an Account

2. Two areas on the Inmate Accounts center trigger the 'Create an Account' or 'Add Resident' dialog.

The diagram illustrates two methods to trigger the 'Add Resident' dialog from the 'Inmate Accounts' center. The first method involves clicking on the 'JACKET' search bar. The second method involves clicking on the 'Add Resident' icon, which is represented by a person with a plus sign. Both methods lead to the 'Add Resident' dialog box.

Add Resident

Resident Information

Date Admitted: Feb 26, 2012 | JACKET | CIN: []

Last Name: [] | First Name: [] | MI: [] | SSN: []

Location & Order Form Assignment

Floor: [] | Dorm: [] | Cell: [] | Order Form ID: UNASSIGNED ORDER FORM

Deposit Information

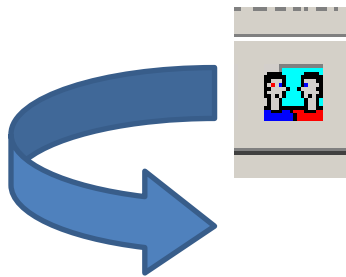
Type: +DEPOSIT CASH | Receipt: [] | Amount: 0.00

Buttons: Finish, < Back, Next >, Cancel

1) The search area in the local controls section will prompt you to create an account if the inmate ID is not found in the search – Illustrate. 2) You can also create an account by choosing the “Add Resident” icon – illustrate. In either case the minimum required information is inmate id, inmate name, inmate location, and commissary order form – illustrate. When available, additional demographic information may be entered including date of birth, height, weight, gender, race, and last known address – illustrate. At this time you may also enter the dollar value of the opening deposit.

Modifying an Account

To Modify an existing Inmate Financial Account, simply click the 'Change Resident' icon. This activates the 'Change Resident Information' Dialog. Authorized users may update any of the fields, including renumbering the inmate ID. As in the 'Create Account' method, Keefe can accept account modifications from a JMS / OMS interface. Commissary Menu restriction form changes are not available in the 'Change Resident' dialog. These types of changes are managed either by rule or through the KeepTrak™ Commissary System.



Change Resident Information

Resident Information
JACKET
24681012
Date Admitted
Feb 26, 2012
Status: **Active**
Last Name
DOE
First Name
JOHN
MI
Q
CIN

SSN
312-31-2312
☐ Renumber JACKET

Location & Order Form Assignment
Floor
THIRD
Dom
TWO
Cell
A35
Order Form ID
BARRIGA

Reinstate

Finish

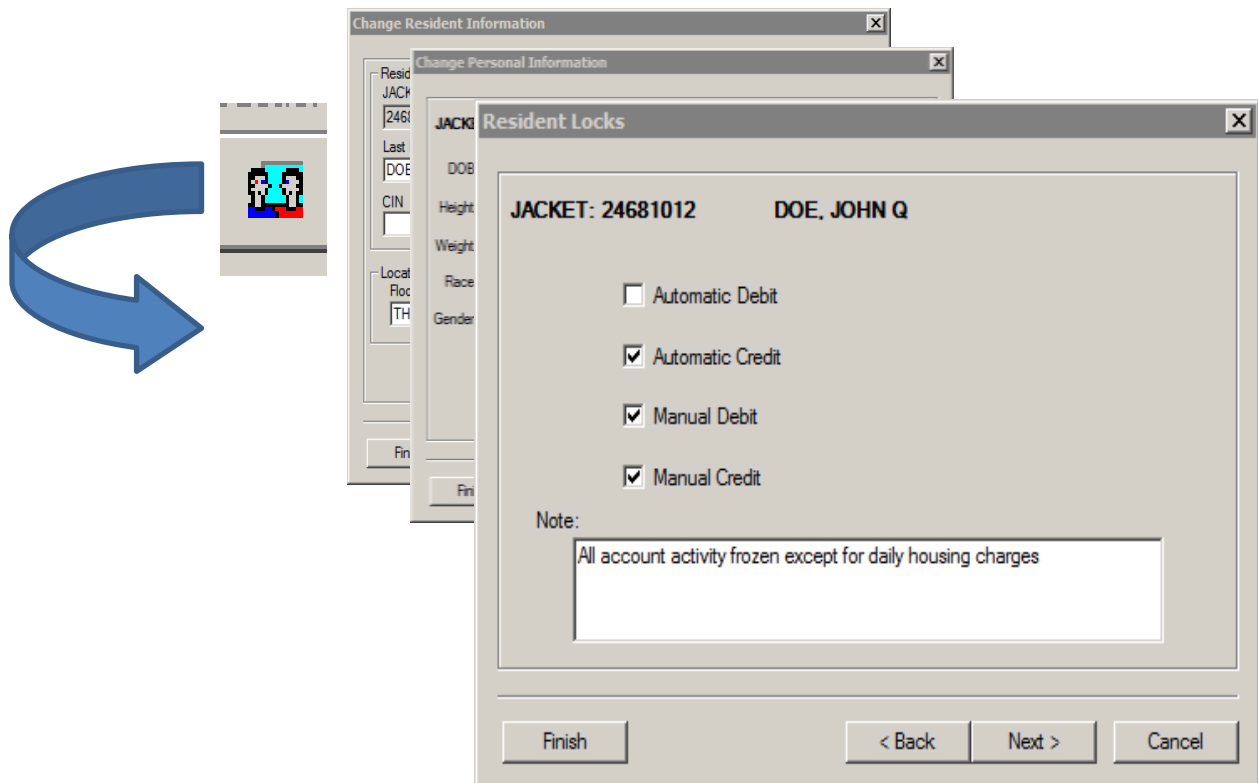
< Back

Next >

Cancel

Locking an Account

To Lock an Inmate Financial Account, choose the 'Resident Change' Icon and navigate to the 'Resident Locks' dialog by clicking Next at the 'Change Resident' and the 'Change Personal Information' dialogs. You can choose from a number of financial locks including locking both automated and manual deposits and withdrawals. To unlock the account, simply un-check the items that were previously locked.

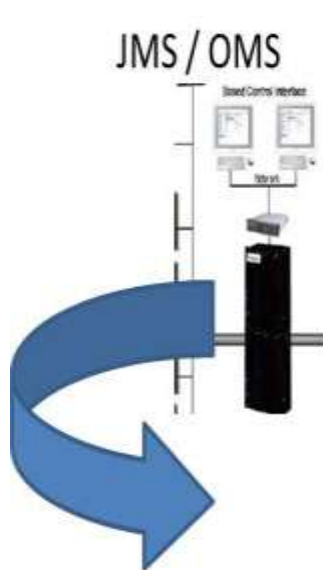


Collecting Debt on Re-Incarceration

In the event that an inmate returns to the facility for a new offense or a positive identification links the inmate to a previous account you may merge the separate financial histories into a single history. The Merge Resident Feature allows you to pick the destination account and combine one or more previous accounts. Previous debt can be collected automatically from current balances during this process – illustrate. In the event of an error, you can undo the merge – illustrate.

Automated Integrations for Creating Inmate Accounts and Updating Inmate Information

Many agencies choose to automate inmate account creation by providing an interface with the Jail Management System or the Offender Management System. This approach saves time and keeps records consistent between the two systems. When an integration is provided, the user simply enters the inmate ID in the search field to produce the inmate account and to make an opening deposit entry. Keefe is expert at accepting interfaces with partner systems.



JMS / OMS

Based Control Interface

Internet

Add Resident

Resident Information

Date Admitted: Feb 26, 2012
JACKET: 24681012
CIN: 91120192
Last Name: DOE
First Name: JOHN
MI: Q
SSN: 312-84-8505
Search

Location & Order Form Assignment

Floor: THIRD
Dom: TWO
Cell: A35
Order Form ID: BARRIGA

Deposit Information

Type: +DEPOSIT CASH
Receipt:
Amount:
Finish < Back Next

Personal Information

JACKET: 24681012 DOE, JOHN Q

DOB: Feb 26, 2012
Height: 6 FT 1 IN
Weight: 205
Race: C
Gender: Male
Last Known Address
Street: 1313 MAIN ST
City: HOMETOWN
State: KS Zip: 44444
Comments
Clear
Finish < Back Next > Cancel

Deposits

There are three methods of recording deposits in the KeepTrak system; 1) you may enter them on a deposit by deposit basis. One example would be at the Add Resident dialog when the account is opened. Another example would be at the Inmate Accounts dialog using the Transaction Entry section. 2) You may enter deposits that you have grouped together for ease of reconciliation, such as mailed-in money order deposits. 3) You may have subscribed to Keefe's online Secure Deposit service, which automatically posts deposits received from web, phone, or lobby kiosks.

1) Deposit by deposit basis.

To record deposits on a one-by-one basis, complete the following five steps: 1) Select an Inmate, 2) Select a deposit type, 3) Enter a description for the transaction, 4) enter the amount, 5) press <Enter> or Click "Make Entry." When debts are present, they may be automatically collected depending on the rules you have preset for collection of debt

[illegible]

2) Grouped or 'batch' deposits

To record deposits that are naturally grouped together, consider using the 'Batch Transactions' dialog. Complete the following steps to enter a batch of deposits. 1) Choose whether to apply each deposit immediately or to hold all deposits until the batch has been reconciled – (choose <File> <Options> <Batch Options> - you may only do this once if all of your batches follow the same reconciliation process) 2) Open a batch, 3) Choose and Lock in a deposit type, 4) Choose and lock in a description if applicable, 5) Choose and lock in a dollar amount if applicable 6) Enter an inmate ID in the Inmate ID field, press <Enter> to make the entry or to advance to the next unlocked field. The running balance of the batch of deposits is kept at the bottom of the dialog. 7) If you choose the option to 'Apply when Verified.' make sure that your batch total matches your deposit records, 8) Choose apply, 9)

The screenshot displays the 'Keefe Commissary Network' application window. The 'Batch Transactions' tab is selected, showing fields for Batch ID (set to 'NONE'), Transaction Type (+BALANCE FWD), Purpose/Reason, and Amount. A green box highlights the 'Open Batch' button. The 'Inmate Accounts' section shows details for CHAVARRIA, JOE A. with SO# 113523 and status 'Inactive'. The 'Drawer Transactions' section shows a table with columns: SO#, Name, Transaction, Reason, Amount, and Status. The status bar at the bottom indicates 'Ready' and 'KEEFE SERVER (001)'.

SO#	Name	Transaction	Reason	Amount	Status
-----	------	-------------	--------	--------	--------

Choose whether you would like to close the batch to future entries, 10) You can print or reprint the batch report at any time.

3) Online Deposits

When using the KCN Secure Deposits online deposit system, transactions are automatically posted to the inmate account as they occur through the web, phone, kiosk service portals.

The screenshot displays the Quicken 2004 software interface. The main window is titled 'Zeroed Accounts' and shows a list of accounts with columns for Name, Balance, and Date. The 'Accounts' column lists various accounts, including 'CHECKING', 'SAVINGS', and 'CREDIT CARD'. The 'Balance' column shows the current balance for each account, and the 'Date' column shows the date of the last transaction.

Overlaid on the bottom right is the 'Transfer Transaction' dialog box. This dialog box is used to transfer a transaction from one account to another. It includes fields for 'From' and 'To' accounts, a 'Transfer' button, and a 'Cancel' button. The 'From' field is currently set to 'CHECKING' and the 'To' field is set to 'SAVINGS'.

The 'Transfer Transaction' dialog box also includes a 'Transfer' button and a 'Cancel' button. The 'Transfer' button is highlighted, indicating it is the default action. The 'Cancel' button is also visible, allowing the user to abort the transfer process.

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In addition to the dual entry accounting for the inmate transaction, KCN also posts the Bank ACH activity to the KeepTrak GL and Bank Rec.

[illegible]

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SAMPLE AGENCY

=====

Resident Transaction Receipt
Wednesday, September 10, 2008 812:17

=====

Officer ID: KCNADMIN
Transaction #: 100549582
Jail ID#: Inmate Name:
888888 DOE, EDWARD D

Description: INITIAL DEPOSIT

Block: Tier: Cell:
UNIT1 FLR2

Trans Type:	Transaction Date:	Amount:	Current Funds:
CHECK DEP	Sep 10, 2008	\$ 100.00	\$ 100.00

Resident Sig _____ Date _____

Authorized Sig _____ Date _____

4) Booking Kiosk deposits

Booking Kiosks are a special deposit type. The deposit includes special hardware linked to the KCN software.



First let's look at the hardware. Keefe provides a cash handling device that automatically totals the cash deposit at intake. The kiosk attaches to a Keefe computer with a USB cable. The Keefe computer records the deposit and produces the receipt. The kiosk includes a bill acceptor and a coin acceptor. As you can see the kiosk unit is locked during regular operation. At close of shift the cash and coin may be removed by unlocking the hinged enclosure. The bill cassette has a capacity of 500 bills. The cassette may be removed by depressing the red lever. You may replace the loaded bill cassette with an empty cassette. The loaded cassette may be stored in a safe. Two unique keysets are provided: one for the enclosure and another for the cassette. The stored cassette may be unlocked when cash is accumulated for deposit to the bank. This enables separate custody controls for intake and financial staff. Coins should be emptied to a separate secure container. The empty coin box may then be re-positioned on the guide post provided on the base of the unit.



The Keefe software interacts with the booking kiosk to calculate the deposit automatically as cash is accepted into the kiosk. To place a booking kiosk deposit:

1. Lookup the inmate accounts.
2. Choose the Intake Deposit from the drop down list,
3. Enter a description of the transaction.

The Keefe software knows that kiosk will be entering the dollar amount, so the Amount field is disabled and the Deposit button appears above the field. Press the deposit button to activate the kiosk. The software shows the status of the kiosk. The bill and coin acceptor lights flash to indicate kiosk ready status. At this time either the inmate or the intake officer may load bills and coins. When all cash has been loaded, the intake officer clicks OK. The transaction is posted and the receipt is printed.

End of shift procedures are automatically linked to Keefe's powerful and secure Cash Management Workflow Module. We will illustrate this as part of Cash Management

Keefe Commissary Network

File Session Control Options Help

Preopened
Open
Pending Review
 INTAKE 1ST SHIFT (21)
 INTAKE 2ND SHIFT (81)
Pending Deposit
Deposited

INTAKE 1ST SHIFT (21)

Opened: 04/01/2009 06:27:27
Closed: 04/01/2009 18:32:45
Balance: 463.36 Even 0.00

Approve
Transfer
Over / Short
History
Count

Date/Time	Transaction	Officer	Amount	Total
04/01/2009 17:46:25	DEPCA	FORTIZ	169.89	463.36
04/01/2009 17:42:57	DEPCA	FORTIZ	8.25	293.47
04/01/2009 15:29:18	DEPCA	APDOR	0.00	285.22
04/01/2009 15:22:17	DEPCA	JMCKINNE	0.00	285.22
04/01/2009 15:08:53	DEPCA	JMCKINNE	0.00	285.22
04/01/2009 15:04:07	DEPCA	JMCKINNE	60.00	285.22
04/01/2009 14:13:09	DEPCA	JMCKINNE	128.70	225.22
04/01/2009 14:08:53	DEPCA	JMCKINNE	2.85	96.52
04/01/2009 13:52:19	DEPMO	JMCKINNE	50.00	93.67
04/01/2009 13:51:23	DEPCA	JMCKINNE	(50.00)	43.67
04/01/2009 13:33:28	DEPCA	JMCKINNE	0.00	93.67
04/01/2009 13:32:25	DEPCA	JMCKINNE	0.00	93.67
04/01/2009 12:58:52	DEPCA	JMCKINNE	0.00	93.67
04/01/2009 12:55:41	DEPCA	JMCKINNE	0.00	93.67
04/01/2009 12:54:39	DEPCA	JMCKINNE	0.00	93.67
04/01/2009 12:53:12	DEPCA	JMCKINNE	7.02	93.67
04/01/2009 11:49:45	DEPCA	RRIGALAD	2.50	86.65
04/01/2009 11:46:27	DEPCA	RRIGALAD	0.40	84.15
04/01/2009 11:30:31	DEPCA	RRIGALAD	50.00	83.75
04/01/2009 10:16:17	DEPCA	RRIGALAD	1.00	33.75
04/01/2009 09:32:14	DEPCA	JMCKINNE	32.75	32.75

Ready KEEFE SERVER (001)

5) Bail deposits

Bail Deposits are managed at the same convenient Inmate Accounts Dialog as any other Keefe Transaction. However, special rules apply to bail deposits. Bail deposits are held in a separate account; inmates may not have access to bail deposits for any other use.

Keefe Systems may accept bail deposits either online or directly. Online bail deposits are placed through the Secure Deposit system via web, phone, or lobby kiosk.

When an online deposit is received, the Keefe system automatically posts the deposit to the inmate bail account. To review the current value of the bail account, simply click the Encumbrance button and select the bail encumbrance type.

Direct bail deposits are received at the facility and recorded into the inmate account by a facility user. When a deposit is received and recorded at the facility, simply choose the inmate account, select the Self Bail deposit type, enter a description for the transaction, enter the dollar amount, and click Make Entry. The Self Bail deposit is added to the inmate's Bail Encumbrance fund.

When the Bail Encumbrance has reached the actual bail amount, simply close out the inmate account using the Bail Check Transaction.